



## **Job Description**

### **Director of Human Resources**

Reports to: Assistant City Manager  
 Department: Human Resources  
 FLSA Status: Exempt  
 Class Code: 20502  
 Pay Grade: 123  
 Approved:  
 Last Revised: N/A

#### **BRIEF DESCRIPTION:**

The purpose of this position is to provide leadership in the implementation, administration, and evaluation of a comprehensive program of human resources. Plans, organizes, and directs the activities and staff of the Human Resources Department, including recruitment and selection, classification and compensation, performance management, equal employment opportunity/affirmative action, employee benefits, employee relations, training and development, occupational safety, and risk management. Other duties include providing complex administrative support to the City Manager and Assistant City Manager and maintaining knowledge of and ensuring compliance with employment-related laws and regulations.

#### **ESSENTIAL FUNCTIONS:**

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	S	Serves as administrator of the Human Resources Department by planning, organizing, directing, and coordinating the department's work plans; assigning work activities, projects, and programs; monitoring and reporting on activities; selecting, training, and evaluating personnel; meeting with staff to identify and resolve problems; managing the development and implementation of the department's goals and objectives; recommending, developing, and implementing Citywide policies and practices related to human resources management; explaining Human Resources department programs and policies; overseeing recruitment and selection efforts for exempt and non-exempt positions; overseeing	35%



		the classification and compensation program, including maintaining the City's pay plan; overseeing training and development program; ensuring the proper administration of job evaluations and performance appraisal program; and preparing reports and workforce statistical information.	
2	S	Conducts employee relations by advising and assisting employees, supervisors, directors, and the City Manager in personnel matters through the interpretation and application of human resources policies; coaching and counseling managers with regard to performance and behavioral issues with employees; directing the employee grievances process; conducting investigations; reviewing disciplinary and termination documentation for compliance with procedures and applicable laws; counseling employees; and serving as liaison between employees and management.	20%
3	S	Oversees benefits administration by negotiating contracts and administering third party administrator (TPA) contracts; recommending benefit plan changes; notifying employees of changes in benefits programs; analyzing benefit policies of other organizations and prevailing practices among similar organizations to establish competitive benefits programs; conducting claims resolution; completing change reporting; evaluating policies for cost effectiveness; and overseeing annual and new hire enrollment.	15%
4	S	Oversees risk management and employee safety by directing, planning, and providing assistance to the Safety/Risk Manager in the administration of the City's self-insured property and casualty, workers' compensation, general and specialized liability programs; setting renewal strategy; evaluating proposals; coordinating with broker; addressing unsafe working conditions with departments; monitoring workers' compensation claims; approving claim settlement for workers' compensation cases and general liability claims; and maintaining close working relationship with the City Attorney's Office on legal issues relative to risk management.	15%
5	S	Oversees and directs the development and administration of the Human Resources Department annual budget and budgets for City-wide HR programs; researches human resources measurements or metrics to measure the financial impact of HR practices, policies, and services; and approves expenditures and implements budgetary adjustments as appropriate.	10%
6	S	Performs additional duties by serving on various committees; coordinating department activities with other departments,	5%



outside agencies, and organizations; making presentations; working with other departments to ensure needs are being met; attending and participating in professional group meetings; staying abreast of new trends and innovations in the field of human resource management; providing assistance to the City Manager; preparing and presenting staff reports and other necessary correspondence; and providing assistance with mailroom, security access, badges, and codes for City Hall and Municipal Buildings and employee parking.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Principles and practices of public human resources administration.
- Position classifications, compensation and benefits administration and transaction processes.
- Governmental organization and content of a wide variety of positions common to public agencies.
- Statistical concepts and methods used in human resources processes.
- Principles of business and public administration.

Ability to:

- Develop, improve, and install human resources processes.
- Work cooperatively with City officials, boards and commissions, employees and the general public.
- Demonstrate skills in consensus-building and mediation in order to constructively address employee conflicts.
- Demonstrate skills critical for managerial success including leadership, decisiveness, flexibility, sound business judgment, and highly developed personal, analytical, and communication skills.
- Perform a broad range of supervisory responsibility over others.
- Communicate orally in the English language with individuals and groups in a face-to-face setting or by telephone.
- Establish operational standards for the department.
- Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.



## JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Over seven years up to and including nine years.
Supervision	Work requires managing and monitoring work performance of a department including evaluating program/work objectives and effectiveness, establishing broad organizational goals and realigning work and staffing assignments for the department.
Human Collaboration Skills	Final decisions regarding policy development and implementation are made and/or recommended. Interaction with others outside the organization requires exercising participative management skills that support team efforts and quality processes.
Freedom to Act	Receives Administrative Direction: The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.
Technical Skills	Advanced: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
Fiscal Responsibility	This job title has responsibility for final approval of budgetary recommendations to the City Manager. Monitors progress toward fiscal objectives and adjusts plans as necessary to reach them.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid North Carolina Driver's License; residency within corporate City limits.

**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with "X"-				
Sedentary X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C Constantly 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
---	---	---	---	-----------------------------

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	communicating with co-workers, making presentations, observing work duties
Sitting	F	desk work, driving, meetings
Walking	O	around work site, to other departments/offices/office equipment
Lifting	R	files
Carrying	R	files
Pushing/Pulling	O	file drawers, tables and chairs
Reaching	O	for files, for supplies
Handling	F	paperwork
Fine Dexterity	F	computer keyboard, telephone pad
Kneeling	R	filing in lower drawers, retrieving items from lower shelves/ground
Crouching	R	filing in lower drawers, retrieving items from lower shelves/ground
Crawling	R	
Bending	O	filing in lower drawers, retrieving items from lower shelves/ground
Twisting	F	from computer to telephone
Climbing	O	stairs
Balancing	R	
Vision	C	computer screen, driving, observing work site, reading
Hearing	C	communicating with co-workers and public and on telephone
Talking	C	communicating with co-workers and public and on telephone
Foot Controls	R	driving
Other (specified if applicable)		



**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Computer hardware and software, printer, scanner, fax machine, telephone, calculator, Microsoft Office Suite, vehicle

**ENVIRONMENTAL FACTORS:**

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
-------------------	-----------------	-------------------	-------------	------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
------------	-----------------------------------	------------------------------------	-----------------	------------

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
--	--	--	----------------------------

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	O
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other (see 2 below)	N

(2) N/A

**PRIMARY WORK LOCATION:**

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A



---

**SIGNATURE – REVIEW AND COMMENTS:**

I have reviewed this description and understand the requirements and responsibilities of the position.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Job Title of Supervisor

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Job Title of Department Head

\_\_\_\_\_  
Signature of Department Head

\_\_\_\_\_  
Date

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.